

Working at the ECC

If you're looking for an exciting, high-paced and rewarding career, the ECC is the perfect place. Call-takers and dispatchers are the lifelines for Nashville's citizens.

The ECC is always looking for skilled, reliable people to provide effective and efficient service. As a part of the ECC team, you can expect competitive benefits and on-the-job training. The ECC is an ADA compliant, equal opportunity employer.

For more details on the benefits of working for the ECC, including starting salary or to fill out an online application, visit www.nashville.gov/ecc/recruitment.htm. We look forward to having you on the ECC team.

Our Goal—Your Safety

It is our mission and our purpose to provide assistance when you need it the most. One way we work toward this goal is by asking for your feedback. By participating in our Quality Assurance Program, you can tell us how we can improve our emergency response. If you've called 9-1-1 in the past, the ECC may contact you to find out how your 9-1-1 call was handled and if you received the help you needed. And if you'd like to tell the ECC about your experience using 9-1-1, you can do that by visiting RateMy911.com.

9-1-1: A User's Guide



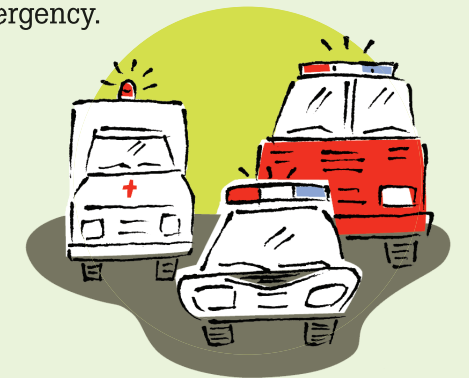
From the Metro Nashville
Emergency Communications Center

How Does 9-1-1 Work?



When you dial 9-1-1 in Metro Nashville, you're calling the Emergency Communications Center (ECC). There, operators are working 24 hours a day to dispatch police, fire or medical services. The ECC relies on advanced technologies to communicate with emergency responders and pinpoint the locations of emergencies for fast, accurate responses.

The ECC takes both emergency and non-emergency phone calls, but emergency calls are given top priority. If you make a 9-1-1 call and all call-takers are unavailable, you'll hear a short recording telling you to stay on the line. Within a few moments, your call is answered, and first responders are dispatched to help you with your emergency.



Metro Nashville Emergency Communications Center
www.nashville.gov/ecc

Using 9-1-1 the WRONG Way

Don't call 9-1-1 if it is not an emergency.



There are two ways to misuse 9-1-1.

First, you can call 9-1-1 when your situation is not life-threatening. Because 9-1-1 calls are given top priority, you should only dial 9-1-1 if you are faced with a life-threatening emergency. Calling with less serious situations can slow response times for those who need help the most.

Don't put 9-1-1 in your speed dial.



Some people put 9-1-1 on their speed-dial to make calling easier. But 9-1-1 should never be in your speed dial because it makes it too easy to call by accident.

Don't hang up if you accidentally call 9-1-1.



The second way to misuse 9-1-1 is by calling and hanging up. Even if you call and hear a recorded message, it is important to stay on the line. When you hang up, ECC personnel must call your number back to find out what's wrong. This takes valuable time away from 9-1-1 call-takers who could be answering real emergency calls. So if you ever dial 9-1-1, don't hang up before speaking with a call-taker.

Using 9-1-1 the RIGHT Way

When you are faced with a life-threatening emergency, calling 9-1-1 is the best way to get the help you need. Dial 9-1-1 when you need the immediate help of medical, fire or police services.

If your situation is not life-threatening but you still need assistance, dial 862-8600. "8600" calls will get you the help you need quickly, but won't take priority over 9-1-1 calls.

When you call 9-1-1, you will be asked several questions. These questions are designed to help, so try to answer them completely and accurately. You can expect to be asked your name, your phone number and your address, as well as questions specific to your situation.

In medical emergencies, ECC call-takers may ask questions to help diagnose medical problems so first responders can be ready to help the moment they arrive. ECC call-takers can even talk you through basic procedures like CPR. Each piece of accurate information you give helps emergency responders serve you better.



Do call 9-1-1 in an emergency.



Call 862-8600 if you need non-emergency assistance.



Be prepared to answer some questions.